	L Number	Hits	Search Text	DB	Time stamp
	3	722	customer ADJ relationship ADJ management	USPAT;	2003/12/19 13:19
				US-PGPUB;	
				EPO; JPO;	
				DERWENT;	
		_		IBM_TDB	2222/22/22
	4	94	(customer ADJ relationship ADJ management) and	USPAT;	2003/12/19 13:20
			loyal\$4	US-PGPUB;	
		İ		EPO; JPO:	
				DERWENT;	
	<del></del>	70	(/austaman ADI malationahin ADI managamant) and	IBM_TDB USPAT;	2002/12/10 12:20
(	10	78	((customer ADJ relationship ADJ management) and	US-PGPUB;	2003/12/19 13:20
			loyal\$4) and (strategy or strategies or approach\$2)	EPO; JPO;	
				DERWENT;	
				IBM_TDB	
	6	64	(((customer ADJ relationship ADJ management) and	USPAT;	2003/12/19 13:21
		0-1	loyal\$4) and (strategy or strategies or approach\$2))	US-PGPUB;	2000/12/19 10:21
			and (model\$4 or framework\$1 or matrix or matrices)	EPO; JPO;	
			,	DERWENT;	
				IBM_TDB	
	7	42	((((customer ADJ relationship ADJ management) and	USPAT;	2003/12/19 13:21
			loyal\$4) and (strategy or strategies or approach\$2))	US-PGPUB;	
			and (model\$4 or framework\$1 or matrix or matrices))	EPO; JPO;	
			and (task or tasks or assignment\$1)	DERWENT;	
				IBM_TDB	
	8		((((customer ADJ relationship ADJ management) and	USPAT;	2003/12/19 13:21
			loyal\$4) and (strategy or strategies or approach\$2))	US-PGPUB;	
			and (model\$4 or framework\$1 or matrix or matrices))	EPO; JPO;	
		_	and (task or tasks or assignment\$1 or duty or duties)	DERWENT;	
,		10	//// ADI I I ADI	IBM_TDB	0000/10/10 10 05
PART	( <sup>9</sup>		(((((customer ADJ relationship ADJ management) and	USPAT;	2003/12/19 13:35
,,,,,,			loyal\$4) and (strategy or strategies or approach\$2)) and (model\$4 or framework\$1 or matrix or matrices))	US-PGPUB;	
			and (task or tasks or assignment\$1 or duty or duties))	EPO; JPO; DERWENT;	
			and (goal\$1 or deficienc\$3 or improvement\$1)	IBM_TDB	
	10		(improv\$6 of maintain\$3 or sustain\$3) NEAR5	USPAT;	2003/12/19 13:36
	10		((consumer\$1 or customer\$1 or patron\$1 or client\$1)	US-PGPUB;	2003/12/19 13:30
			NEAR2 loyal\$4)	EPO; JPO;	
				DERWENT;	
				IBM_TDB	
miz.	/1	4	((improv\$6 of maintain\$3 or sustain\$3) NEAR5	USPAT;	2003/12/19 13:36
MC			((consumer\$1 or customer\$1 or patron\$1 or client\$1)	US-PGPUB;	
			NEAR2 loyal\$4)) SAME (approach\$2 or strateg\$3)	EPO; JPO;	
				DERWENT;	
				IBM_TDB	